



**WORK AUTHORIZATION AND WAIVER OF LIABILITY**

I authorize Will Get I.T. Done, Inc. (WGID) to diagnose and repair my equipment and furnish necessary materials. **I understand any cost quoted is an estimate.** Our rate is \$103/hr. for tier 1 work (computer/web) add \$40/hr. for rush, nights and weekends, and add \$50/hr for tier 2 tech (server/network/senior tech) with a \$20 site visit charge or drive time one way if greater than 20 minutes from Annapolis. Minimum 1 hour on site or ½ hour for remote work. Same day cancellation/no call no show fee is \$50. If paying by cash or check our rate is discounted by \$3 per hour. Please backup your data regularly. Electronics can fail anytime, ask us to check your backup.

I am the customer or authorized agent of any equipment submitted for service. I understand data migration does not include software installation and configuration, which is billed at our hourly rate. Customer will provide software to be installed or WGID can help find software as needed. I release WGID from liability for any hardware, media, loss of profit, or any direct, indirect, special, incidental, or consequential damage occurring during or after service. Will Get I.T. Done is not responsible for lost or unrecoverable data. Customer is responsible to ensure all expected work is complete at the close of a service call - we encourage you to help by keeping a checklist. Follow up work is billed.

Diagnosis and consulting is billed at regular hourly rate. Diagnosis may involve replacing suspected parts at customer’s expense, that may lead to further diagnosis. Electronics may contain unique parts which can only be diagnosed by replacement, and WGID can not stock parts for every model for this purpose. For example a suspected bad power supply for a unique model computer may be replaced but could lead to determination that the motherboard is the actual faulty part. Payment is due for all non-stock parts involved in diagnosis. Consulting is advising about technology choices including concierge shopping or advice about equipment purchases.

**Payment:** For single-instance work I understand that payment is due in full at the completion of service. For customers who use WGID’s services regularly we are happy to invoice under Net 30 with 10% monthly interest after 30 days. A \$25 additional penalty is applied each month that no payment is received. **WGID is not a lender, we encourage you to use one as needed, our interest rate is high.** Will Get I.T. Done’s labor rate and legal fees apply to collection of overdue balances (over 30 days from invoice postmark or email). I understand that there is a \$75.00 fee for any returned checks. Payment is due whether service is successful or not.

**Estimated Completion Time:** Will Get I.T. Done, Inc. strives to complete all work in a timely manner. Most repairs take most 1 to 5 business days. Please let us know if it is a rush, additional rate applies. We pay for rush shipping when needed and pass on fees. You will be notified when your system is ready, or if additional information or more extensive repair is required. The customer agrees that WGID is not liable for computers picked up before completion due to their prerogative and they are still liable for payment for services.

**Data Recovery:** If data recovery service is requested, I understand that, even if the data is successfully recovered, there is a possibility that individual files and directories may still be inaccessible. Data Recovery is \$300 minimum and results are not guaranteed.

**Privacy:** Will Get I.T. Done staff are required to treat customer’s personal information as confidential and are prohibited from viewing, copying, discussing or distributing such data except as needed to fulfill service requests, or as required by law. WGID and its agents will act diligently to protect the confidentiality of any data left in our care, but are not liable for loss or theft of data.

**Abandonment:** If you do not pick up your equipment within thirty (30) days after we notify you that work is complete, we will treat your equipment as abandoned. You agree to hold WGID harmless for damage or loss for abandoned property. All charges are still due.

**Warranty:** New parts purchased from WGID are often guaranteed by the manufacturer, customer can make warranty claims. WGID does not assume any liability or warranty in the event that manufacturer warranties are voided. Many computer issues are caused by malware or user damage to software, and no software or antivirus program is perfect. Will Get I.T. Done, Inc. makes no warranty or guarantee as to the success of our labor on your behalf, and we can not protect you from re-infecting your computer with problems. Our service is on a hourly basis and it takes time to make sure everything is correct. If something was missed in a service call because it didn’t get checked, follow up work is billed.

**Scope of Work:** Will Get I.T. Done, Inc. will perform the work agreed upon and deemed necessary to fulfill your requests. This agreement applies to all work performed unless otherwise agreed in writing. If any part of this Agreement is found to be invalid or unenforceable under law, all other parts continue to apply.

Signed \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_\_

**I HAVE READ, UNDERSTAND, AND AGREE TO THE ABOVE TERMS AND CONDITIONS.**

Will Get I.T. Done, Inc.  
3 Church Circle #279  
Annapolis, MD 21401

WGID may use this credit card for automatic billing:

\_\_\_\_\_  
Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

